

**Vermont Facilities Engineering Division
Capacity Development Evaluation
For Community Water Systems**

Water System Name

WSID

Water System Representative

Contact Email address

Date

Technical Capacity

Technical Capacity refers to the physical infrastructure of the water system, including but not limited to the source water adequacy, infrastructure adequacy, and the ability of system personnel to implement the requisite technical requirements.

1. Do the source(s) have enough water to meet the current and possible future needs of the water system?

☐ Yes

☐ No

How do you plan to address this?

☐ Don't know

☐ Purchase water

2. Does the system have an approved and recently (within 3 years) updated Source Protection Plan?

☐ Yes

When is the next one due?

☐ No

Do you need help developing one?

☐ Don't know

☐ Purchase water

3. Does the system have a Phase II/V Waiver?

☐ Yes

When does it expire?

☐ No

☐ Don't know

☐ Purchase water

4. Is the water system's infrastructure adequate to meet current and future needs?

☐ Yes

☐ No, why and what are you doing to address them?

5. Does the water system have accurate maps of its distribution?
- ☐ Yes
Are they in map or digital form?
☐ No
6. Is the system's service area clearly defined, meaning does the system add connections in a planned way or just if someone wants to?
- ☐ Yes
☐ No
7. Is the system nearby another water supply distribution system with which it is not interconnected (opportunity for consolidation)?
- ☐ Yes, have you considered consolidation (physically, managerially or technically)?
☐ No
8. Does the system have a DWGWP approved Operations and Maintenance manual and is it actively used?
- ☐ Yes
☐ No
9. Does the system have standard operating procedures for daily, weekly, monthly, annual tasks?
- ☐ Yes
Are they followed?
Are work orders produced for planned and/or unplanned work?
☐ No
10. Has the system ever done a water audit?
- ☐ Yes
How much non-revenue water does the system have (%)?
☐ No, why?
11. Does the water system monitor water usage for possible leaks?
- ☐ Yes, how? (metering program, backflow prevention, leak detection, etc.)?
☐ No, why?
12. Does the system provide for and encourage operator training opportunities?
- ☐ Yes
☐ No
☐ Don't know
☐ Have a contract operator
13. Does the system have a back-up operator?
- ☐ Yes
☐ No, has the system considered hiring one or contracting for emergency services?
☐ Have a contract operator
14. Does the system have a written contract with its operator?

- ☐ Yes
How often are job duties reviewed?
☐ No

15. Does the water system have any deficiencies that have not been resolved since the last sanitary survey?

- ☐ Yes, what is the plan to address them?
☐ No

16. Is the system operating under a current Permit to Operate?

- ☐ Yes, when does it expire?
☐ No, have you applied for a new one?

Managerial Capacity

Managerial capacity refers to the management structure of the water system, including but not limited to, ownership, accountability, involvement, staffing and organization, and effective linkages.

17. How are decisions about the water system made?

18. Is there an organizational structure with clearly defined roles?

- ☐ Yes
☐ No

19. If water is purchased from or treated by another system, is there an agreement that provides the system with enough water for current needs and potential future growth?

- ☐ Yes
☐ No
How do you plan to address this?
☐ Not applicable

20. Does this water system sell water to or buy water from another water system?

- ☐ Yes, is it interested in developing a consecutive exemption agreement?
☐ No
☐ Not applicable

21. Does this system have a customer complaint policy and form?

- ☐ Yes
Does it track complaints and resolution?
☐ No
How does it identify and address customer complaints?

22. How does the water system operator discuss system needs with water board, governing body, etc. (money decision maker)?

23. Does this system have by-laws?

- ☐ Yes, date of last review
- ☐ No
- ☐ N/A

24. Does this system have water ordinances?

- ☐ Yes, date of last review
- ☐ No
- ☐ N/A

25. Does this system have a public information program other than the CCR?

- ☐ Yes, what is it?
- ☐ No

26. Does this system encourage water conservation and efficiency?

- ☐ Yes, how?
- ☐ No, why?

27. When planning for system upgrades, does the system consider energy efficiency a priority when choosing equipment even if the equipment costs more than its conventional counterpart?

- ☐ Yes
- ☐ No

28. Does the water system's governing body hold duly warned meetings on a regular basis?

- ☐ Yes, are minutes available?
- ☐ No, are you familiar with VT's open meeting and record laws?

29. Is the system familiar with VT's open meeting and record laws?

- ☐ Yes [ask questions to be sure]
- ☐ No, send link to law and discuss some of the more important points
- ☐ N/A

30. Does the system have an adequate filing system where documents can be stored for the periods of time required in the WSR (they can be filed electronically)?

- ☐ Yes
- ☐ No

Financial Capacity

The challenge for most utility systems is to operate like a business. The following questions will assist in evaluating the financial capacity of the water system

31. Does the system develop and follow an annual budget that is approved by the governing body (please be prepared to present and discuss this during the visit)?

- ☐ Yes
 - Does the system project expenses out 2-5 years?
- ☐ No

32. Does this water system have a financial record-keeping system?

- ☐ Yes
- ☐ No

33. Are monthly/quarterly/annual financial statements prepared?

- ☐ Yes, are they reviewed by the governing board/owner?
- ☐ No

34. Is the system on target with budgeted income and expenses?

- ☐ Yes
- ☐ No, why
- ☐ Don't know

35. Does the system have at least 180 days of cash on hand to account for emergencies?

- ☐ Yes
- ☐ No
- ☐ Don't know

36. Is the system aware of the different reserve accounts that exist and the rules that governing them?

- ☐ Yes [ask questions to be sure]
- ☐ No, are you interested knowing more?

37. Does this system contribute to a capital reserve or surcharge fund?

- ☐ Yes
How does the system calculate contribution to the fund?
- ☐ No, why
- ☐ Don't know

38. Does this system have a capital improvement plan that projects future needs for *at least* 5 years?

- ☐ Yes
Does this plan include projected revenue and expenses associated with these identified future needs?
- ☐ No
- ☐ Don't know

39. Is the system engaged in any sort of asset management program?

- ☐ Yes
- ☐ No, why and are you interested in pursuing it?
- ☐ Don't know

40. Does this water utility support or contribute to other enterprise funds or the general fund?

- ☐ Yes
- ☐ No
- ☐ Don't know

41. Does this system require revenues from other enterprise funds or the general fund for normal operations?

- ☐ Yes
- ☐ No

☐ Don't know

42. Does this water system prepare an external audit or annual financials reviewed by a CPA?

☐ Yes

☐ No
Why?

43. How often does the system evaluate and review its rate structure? Are adjustment made based on that review?

44. What type of water rate structure does this system have?

45. If metered, does the system have a meter maintenance and replacement program?

☐ Yes

How often are they replaced? Is there a line item in the budget for them?

☐ No

Why?

46. If not metered, has the system ever considered meters?

☐ Yes

What's keeping the system from implementing them?

☐ No

Why?

47. Does this system have formal policies for payments/collection? Does it utilize the Uniform Water and Sewer Disconnect policy (Vermont State Statutes Title 24 Chapter 129)?

☐ Yes, is it enforced?

☐ No

☐ Don't know

48. Are the annual delinquent accounts below 5% of the annual operating budget?

☐ Yes

☐ No, how do you plan to address it?

☐ Don't know

49. Does the system's current rate structure produce income to cover (check all that apply):

☐ Capital fund

☐ Operating reserve (emergencies)

☐ Current expenses

☐ Debt service

☐ Contractual obligations

☐ Other

☐ All of the above

☐ None of the above

Please attach rate schedule or sample water bill

50. Do you anticipate future growth in the following areas (check all that apply)?

- ☐ No
- ☐ Residential
- ☐ Commercial
- ☐ Industrial
- ☐ Wholesale
- ☐ Other

51. If yes, is there a plan in place to address it?

- ☐ Yes
- ☐ No
- ☐ Don't know

Summary

What actions will the water system take to address capacity deficiencies based on the above survey?

Ashley J. Lucht
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DWSRF Project Development
(*signature*)

Date